

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE
COMMISSION

In the matter of:)
)
SAEID SHAFIZADEH)
)
COMPLAINANT)
)
v.)
)
CINGULAR WIRELESS-KENTUCKY)
)
DEFENDANT)

CASE NO.: 2003-00400

COMPLAINANT'S RESPONSE TO THE MEMORANDUM OF
THE INFORMAL CONFERENCE

The Public Service Commission ("Commission") has filed a Memorandum concerning the Informal Conference held on March 30, 2004. The Memorandum and the cover letter of the Commission's Executive Director that seeks comments on the contents of the Memorandum are dated May 14, 2004. The Complainant's response is as follows:

1. The Memorandum does not reflect the presence of Ms. Gina Smith, the Commission's Director of the Consumer Service at the Informal Conference. Nor does the Memorandum makes any notes of the statements made by Ms. Smith describing her unsuccessful efforts to resolve the service issues that led to the instant Complaint.

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2. The Memorandum does not show that Complainant queried Mr. Jason M. Parrish as to whether he was familiar with and/or had any knowledge of the operations of the payment processing centers of the Cingular; and his response that he did not.
3. The Memorandum does not show that when Complainant queried Mr. Erroll Phipps, Cingular Wireless' counsel in Georgia, as to the following issues, his response was that he did not know the answers and therefore could respond:
 - a. The safeguards that have been put in place to ensure the purported accounting errors would not occur again.
 - b. Whether employees receive any type of training to readily detect the purported accounting mistakes.
 - c. Describe the process/procedures for handling customer complaints.
 - d. When calling customers, the reason for Cingular numbers being blocked from detection by the Caller ID service that is sold by its parent company Bell South.
 - e. Whether the Cingular's Customer Service is adequately staffed to reduce the time customers are placed on hold.
4. The Memorandum does not show that in Response to Mr. James Stevens', the Commission's Financial Analyst, question that

how the payments that are mailed by customers to Cingular are processed, Mr. Phipps responded that all he knew the payments go to a "lockbox."

5. The Memorandum does not show that repeated attempts made by Complainant and Ms. Smith to obtain copies of Complainant's pay history from Cingular, but Cingular had no explanation for its refusal to comply.
6. Complainant does not recall Ms. Naumann noting that had the Complainant not refused to provide Cingular with his social security number or birth date to access his account, the complaint may have been solved earlier.

May 28, 2004, Louisville, Kentucky


Respectfully Submitted


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CERTIFICATE OF SERVICE

I certify that a true and correct copy of the foregoing pleading was served in U.S. Mail with First Class postage prepaid on this May 28, 2004, addressed to:

Jeffrey J. Yost
Mary Elizabeth Naumann
Jackson Kelly PLLC
175 East Main Street, Suite 500
Lexington, Kentucky 40507


Saeid Shafizadeh